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ABSTRACT

This packet of materials includes an article, "Development of a Self-Guided Audiocassette Tour at a Large Academic Research Library: Preliminary Report," which originally appeared in the Summer 1986 issue of "Research Strategies," and the scripts for self-guided audiocassette tours of the main and undergraduate libraries at the University of Illinois, Urbana-Champaign. The article describes the development of the audiocassette materials, which were designed for use as an alternative to group tours of the libraries, and an evaluation of the materials after one semester of use. These self-guided, half-hour tours are designed to help patrons develop an increased appreciation for the variety of resources and services available at the libraries and feel more comfortable about asking for assistance. The main library tour script provides information on the library's organizational structure and services, the information desk, reference library, documents library, online catalog terminals, serial record, circulation office, circulation desk, stacks east/deck directory, stacks west, first floor foyer, interlibrary loan office, newspaper library, and university archives. The undergraduate library script includes information on the library's media center, periodicals desk, reference collection, college and career center, reference desk, card catalog, online catalog, browsing area, self-management lab, circulation desk, question board, reserve desk, book collection, and compact shelving area. A listing of tour stops, self-guided library tour objectives, maps of tour stops for both libraries, and a daily report form are also included. (KM)

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A SELF-GUIDED TOUR ON AUDIOCASSETTE AT A LARGE ACADEMIC RESEARCH LIBRARY: DEVELOPMENT AND IMPLEMENTATION

by

Charles Forrest

and

Mary Gassmann

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Development of a Self-Guided, Audiocassette Tour at a Large Academic Library: Preliminary Report

by Charles Forrest and Mary Gassmann

Demand for a systematic introduction to the major collections and service points of the University of Illinois Libraries has increased in recent years, indicated by a dramatic rise in the number of people attending library tours of all kinds. In an effort to make the most effective use of staff resources, the standardized narrative used for the group tour of the library was rewritten as an audiocassette script for a self-guided tour. After one semester of use, various aspects of the project are addressed, with an assessment of the self-guided audiocassette tour as an alternative to group tours in the context of a major academic library.

The library system of the University of Illinois at Urbana-Champaign is immense. Nearly seven-million volumes and more than 90,000 serial titles are divided between the bookstacks of the Main Library and some 38 departmental libraries. This decentralized system can be bewildering for those new to the campus. In September 1985, the library introduced a self-guided tour on audiocassette of its Main and Undergraduate Library buildings. This article discusses the development of the self-guided tour, reports its use during the fall semester of 1985, and attempts a preliminary assessment of the self-guided tour as an appropriate and effective means of introducing a complex research library to an academic community of approximately 26,000 undergraduates, 8,500 graduate students, and 11,000 faculty and staff members.

Charles Forrest is Undergraduate Librarian and Media Coordinator, and Mary Gassmann is Visiting Reference Librarian, Reference Library, at the University of Illinois at Urbana-Champaign.

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BACKGROUND

A well-developed library tour program was already in place before work began on the self-guided tour. The week prior to fall and spring semesters is designated New Student Week, featuring a variety of special information and educational opportunities throughout campus. The Undergraduate Library offers New Student Week tours of the Main and Undergraduate Libraries (immediately adjacent to one another and connected by an underground tunnel), calling on librarians throughout the campus library system to deliver a standard one-hour general library tour. For the next six weeks, the Reference Library offers four tours per week during fall and spring semesters. Again, librarians from throughout campus are recruited to deliver the tour.

The Library Office of Development and Public Affairs also arranges tours for special groups, including alumni, high school students, special visitors, and some campus groups. Volunteers from the Library Friends conduct these tours, calling on librarians to assist with larger groups and give demonstrations of the library's online catalog.

RATIONALE FOR A NEW APPROACH

Several years after its introduction, the guided tour program became almost too successful, attracting unmanageably large crowds for New Student Week and general library tours (see Figure 1). Tour guides were sometimes forced to shout in order to be heard by all members of the tour group, too much time was spent in herding the group from stop to stop, and it was difficult to effectively demonstrate the library's online catalog and circulation system. The problems associated with recruiting and training busy librarians during the beginning of each semester were compounded by the difficulty of accurately predicting the number of tour guides which would be needed for any particular day. Since many instructors in the freshman Rhetoric and Speech Communication courses recognize the value of a library tour, and now require one as part of a research and writing assignment, the library sought a means of more adequately providing this vital and important service.

The creation of an Information Desk in the Main Library (staffed all hours the library is open), and the restructuring of the large-scale bibliographic instruction program and introduction of regular online catalog workshops in the Undergraduate Library made it possible to organize the general library tour as a straightforward physical orientation to the major collections, programs, and service points in the Main and Undergraduate Libraries. The proposal for the self-guided tour stipulated that a standardized narrative be recorded and distributed on audiocassette with lightweight equipment powered by rechargeable batteries. The whole package, including tour route maps, was to be made available to interested patrons who could take the tour at their convenience.[1]

DEVELOPMENT OF THE PROJECT

Several scripts of other library tours were examined in the early planning stages. Some of these contained lengthy instructions for using various library

finding aids, such as the card catalog, the *Library of Congress Subject Headings*, or the *Readers' Guide to Periodical Literature*. Since this kind of explanation and assistance is already provided by other sources in both locations, it was deemed neither necessary nor appropriate for the self-guided tour to concentrate on these areas. This was, in fact, the approach embodied in the general library tour narrative, on which the self-guided tour script was closely modeled. It quickly became apparent, however, that standardized *content* was only a beginning, faced as we were with an entirely novel *form* of presentation. Developing the script for the self-guided tour proved to be the most complicated and time-consuming aspect of the project.

The tour script drafts were reviewed by several library staff members, and the need for an extensive "self-guided tour superstructure" was emphasized again and again. This superstructure consisted mainly of explicit directions on moving from tour stop to tour stop, and informative and succinct physical descriptions of the service desks, collections, or other special features discussed at each tour stop. We needed to be sure that patrons could get to the next tour stop without difficulty and know what to look for when they got there.

Rather than relying on tour stop markers, which could be expensive and unattractive, we decided to refer tour-takers to fixed or relatively stable features of the library building. These were illustrated on the tour route maps. The maps and the directions in the script had to be closely integrated.

Since patrons would have no opportunity to ask questions during the tour without stopping the tape and seeking the assistance of a library staff member, it was imperative to convey information about such things as dictionary catalogs, serials, and bookstack decks as clearly as possible. Questions of jargon aside, it was discovered in the early drafts that the passive voice recurred with exasperating regularity.

We wanted to establish a friendly tone, stress the location of major service points, and emphasize the availability of staff to answer any questions. The objectives were essentially the same as those for the group tours: upon completion of the tour, the patron would be aware of the location of a number of library features and service points such as reference desks, online catalog terminals, and the Interlibrary Loan Office, would feel less intimidated by the library and more comfortable about asking for assistance, and would have developed an increased appreciation for the rich variety of services and materials that are available.

According to the standardized group tour narrative outline, approximately one-half hour was spent touring the Main Library and another half hour touring the Undergraduate Library. A tour group could start in either library, and this way two or more groups could be given tours simultaneously. The self-guided tour script was designed along these same lines, with the Main Library tour on one side of a 60-minute cassette and the Undergraduate Library tour on the other. This enabled the patron to commence at either the Information Desk in the Main Library or the Media Center in the Undergrad-

"Each person taking the tour was provided with a portable stereo cassette player and the tour tape, a set of five maps of the tour route with stops indicated, and a brief verbal introduction to equipment operation. Everyone taking the tour was asked to leave [a] . . . form of identification."

uate Library, and also provided the option of continuing the tour by turning the tape over and proceeding to the first stop at the other library.

The project took advantage of recent developments in audiocassette players with the purchase of 25 portable personal stereo cassette players, with lightweight headphones and shoulder straps, for each of the two desks. Audiocassettes and cassette players were clearly marked and identified as library property. Serial numbers and library inventory numbers were engraved on the cassette players with a special engraving tool. Library tour passes were produced, laminated, and affixed to the shoulder straps. The tour pass enabled patrons to pass through the exit turnstile of the Undergraduate Library and gain entrance to the Main Library bookstacks, an area otherwise closed to most undergraduates and many visitors. Every effort was made to distinguish the library's equipment from similar equipment now used by many library patrons. Equipment purchase and other production costs were underwritten in part through private gifts to the Library Office of Development and Public Affairs.[2]

PRODUCTION AND IMPLEMENTATION

Two senior library faculty members acted as narrators, one for each tour. Chosen for their pleasant and well-modulated speaking voices, they provided variety in the character of the two tours, which was deemed desirable for those taking both tours. The tour audiocassettes were mastered and duplicated by the campus Office of Instructional and Management Services. Music was used at the beginning and end of each tour tape and, at a few points, to "fill" a lengthy trek from one tour stop to the next, eliminating the need to stop and restart the tape. Travelling time was filled at several other points with remarks on library history, special collections, and noteworthy architectural features and details. (This kind of library color can be difficult to convey when moving a group tour from one stop to the next.)

Library staff was given advance notice of the tours through the library newsletter. The self-guided tour was publicized through channels that had been used previously to distribute information regarding the group tours.[3]

Each person taking the tour was provided with a portable stereo cassette player and the tour tape, a set of five maps of the tour route with stops indicated, and a brief verbal introduction to equipment operation. Everyone taking the tour was asked to leave one of the following with the desk supervisor (in order of preference): current student, faculty, or staff identification card; special borrower's permit; driver's license; or some other form of

identification. Upon completion of the tour, each patron was asked to fill out a short questionnaire while their tour equipment was being checked in and their identification returned.

RESULTS

A total of 356 people took the self-guided tour during the 1985 fall semester. Table 1 reports total tour usage by point of origin (Information Desk or Media Center), tour taken (Main Library, Undergraduate Library, or both), and status of tour-taker (undergraduate student, graduate student, faculty, staff, or other). Figure 1 places fall semester self-guided tour activity

Table 1
Self-Guided Tour Activity—Fall 1985

	Point of Origin: Main Library		Point of Origin: Undergraduate Library			
Tour Taken	Main Lib. only (no.)	Both (no.)	UG Lib. only (no.)	Both (no.)	Total (no.)	Total (%)
Status						
Undergraduate	42	38	119	29	228	64.0
Graduate Student	5	9	5	3	22	6.2
Faculty	4	2	0	0	6	1.7
Staff	2	4	1	0	7	2.0
Other	72	18	3	0	93	26.0
Total	125	71	128	32	356	99.9*

*Does not total 100 percent due to approximating.

Table 2
Summary of Questionnaire Responses

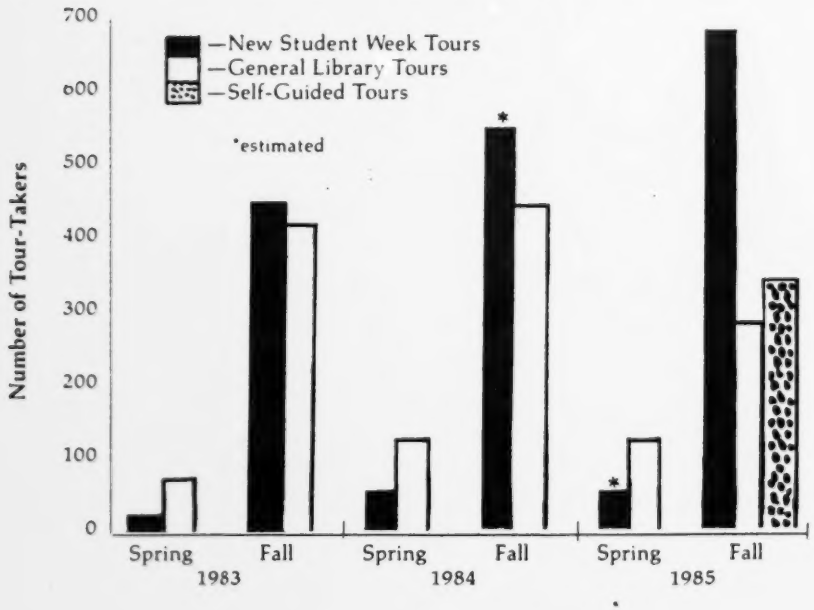
		%
Status	Undergrad	86
	All others	14
First visit to this library	Yes	34
	No	66
Is a library tour required for any classes you are taking?	Yes	55
	No	45
Tours taken	Undergrad Library	45
	Main Library	18
	Both	37
I would prefer	Self-guided tour	61
	Group tour	39

in the context of tour activity of all kinds for the last three years. More than 1,350 people took a library tour of some kind during the fall of 1985, an increase of about 35 percent over fall of 1984. About one-fourth of the tours taken in the fall of 1985 were self-guided tours. Twenty-five percent of these self-guided tours were taken after 5 p.m. on weekdays or during weekends; 44 percent were taken after the first six weeks of the semester. General library tours would not normally have been available during these times.

Who Participated and Why

Some 250 questionnaires were returned, a rate of return of about 70 percent. Table 2 presents a summary of questionnaire responses. Undergraduate students comprised the bulk of those returning questionnaires (86 percent), making it difficult to draw conclusions about any of the other groups (14 percent). The self-guided tour was part of a first visit to the library for one-third of those reporting and was required for class for more than one-half. Nearly half of those reporting took the Undergraduate Library tour only, while more than a third took both tours. About 60 percent of those expressing a preference chose the self-guided tour, with the rest selecting the group tour.

Figure A: UIUC Library Tour Activity—1983-1985



How They Rated It

While many tour-takers reported they had learned something from the self-guided tour, the questionnaires also revealed that many found it to be only a moderately interesting experience. Some indicated they felt the tour moved too slowly; others may have preferred to relate to a real person rather than listen to an anonymous, disembodied voice. Finally, it should perhaps come as no surprise that some things people need to know about a library are simply not very interesting.

Favorable comments were received regarding the format of the self-guided tour. Most often these pertained to the fact that it enabled patrons to proceed at their own pace—reviewing complicated or significant material by simply rewinding the tape—and to schedule the library tour at their convenience. One respondent, however, spoke of "feeling like a fool walking around with a headset." While one might feel almost as conspicuous in a group tour, personal embarrassment should diminish as a deterrent factor as the sight of tour-takers become more familiar in the library.

Comments such as "a very good introduction to the library," "very thorough," "very helpful," and "well worth the time" balanced those that found the tour "confusing" or felt that it contained too much or too little detail. A few patrons would have wanted remarks on the historical development of the library and noteworthy architectural features and decorations of the buildings replaced with more discussion of the functions of the online catalog, the safety features of the compact shelving, and detailed information on doing library research. It was not, however, the intention of the self-guided tour to provide that kind of detailed information, nor was it a feature of the group tours. While the self-guided tour cannot be faulted for not doing what it was not intended to do, such comments indicate the necessity for reference services and bibliographic instruction to address these areas.[4]

THE LIBRARY'S PERSPECTIVE

The taped tour has the advantage over the group tour in uniformity of presentation. Different group tour guides will, of course, have different emphases, and each tour will vary somewhat among tour guides. Many members of the library staff read versions of the draft of the tour script, and made many excellent and helpful suggestions before the final version was produced. This ensured that appropriate emphasis was given to the various services and collections discussed, which made it possible for instructors to test on tour content. The taped tour can also eliminate problems associated with inexperienced, nervous, or ill-informed tour guides.

In addition, the self-guided tours are less conspicuous, disruptive, and ungainly than the group tours; they take less of the library's valuable staff time; and the taped tours may be used to orient new library staff members as well.[5]

Potential disadvantages of the self-guided tour, from the library's point of view, include:

- the potential for impeding other services offered at the desks involved in the tours;
- the costs of initiating, maintaining, and updating the program;
- the possible need for additional library staff training in equipment management (e.g., operation, maintenance, security);
- the temptation presented to patrons to use the equipment for purposes other than the library tour.

CONCLUSIONS

Development and implementation of the self-guided tour was a labor-intensive process. Once the tour was in place, however, involvement by librarians was minimal, and the additional activity was absorbed by support staff at the Media Center and Information Desks without significant disruption of other tasks.

The library is a changing institution, and the tour will need to be updated eventually. Judicious use of approximate numbers, and phrases such as "nearly," "about," or "almost," should limit updating to an annual event, however, with additional expenses limited to the costs of recording a new master, submastering, and duplicating on the existing tape cassettes.

The self-guided library tour on audiocassette may not totally replace the group tour led by a qualified tour guide, but as a means of introducing a large number of people to the library, at their convenience, without a burdensome continuing commitment of staff time, it has proven effective. And people seem to like it, too.

REFERENCES

[1]We selected the self-guided tour on audiocassette for a number of reasons. A printed self-guided tour would have proven unmanageably bulky (the finished audiocassette tour is accompanied by five pages of maps). It is difficult to read text, consult a map, and look around simultaneously, especially in a large library. A videocassette tour is expensive to produce and update. Neither the videocassette nor the slide-tape tour provide the immediate experience of walking around in the library. For discussion of some of these methods, see Trish Ridgeway, "Library Orientation Methods, Mental Maps, and Public Services Planning," ERIC Document 247 942; Yong Sup Sim, "A Self-Guided Library Tour Method at Mercer County Community College. The Learning Theory and Applications Module," ERIC Document 135 342; Mary Jo Lynch, "Library Tours: The First Step," in *Educating the Library User*, ed. by John Lubans, Jr. (New York: Bowker, 1974), pp. 259-262, 264-266; and Don W. McNeil, "Academic Library Instruction: The Use of Films: The Use of Educational Television: The Use of Audio-learning: The Use of Programmed Learning: The Use of Visual Learning Material. ERIC Document 190 135. (Occasional Papers, nos. 5-9.)

[2]Total initial cost of the self-guided tour: 50 Sony Walkman audiocassette players at $30 each, $1,500; 120 rechargeable AA batteries at $2.85 each, $342; 2 battery rechargers at $21 each, $42; tape production and duplication, $120; photoduplication (maps, publicity, misc.), $100. Total, $2,104.

[3]These channels included flyers at the Quad Day Library Booth during New Student Week; signs at the entrances to both Main and Undergraduate Libraries and at the Information and Media Desks; notices in the campus newspaper, the faculty and staff weekly newspaper, and the library newsletter; and flyers distributed throughout the campus library system, at the campus information office in the Illini Union, to all freshman Rhetoric and Speech Communication instructors, and to the Information Office of the Dean of Students.

[4]See Allan J. Dyson, "Library Instruction in University Undergraduate Libraries"; and Betty L. Hacker and Joel S. Rutstein, "Educating Large Numbers of Users in University Libraries: An Analysis and a Case Study," both in *Progess in Educating the Library User*, ed. by John Lubans, Jr. (New York: Bowker, 1978), pp. 93-103, 105-123.

[5]For other discussions of some of the advantages of the tape tour over the guided tour, see J. Marshal Hughes II, "A Tour of the Library—By Audiotape," *Special Libraries* 65 (July 1974): 288-290; Lynch pp. 262-263; and Susan Gray Byrd, "We're not 'Rounding Them Up' Anymore—The Self-Guided Cassette Tape Library Tour at Miami-Dade," *Community & Junior College Libraries* 1 (Winter 1982): 67-69. ■

SELF-GUIDED LIBRARY TOUR OBJECTIVES

1. The patron will develop an increased appreciation for the rich variety of resources and services available at the Library. (LIB*, UGL**)
2. The patron will feel less intimidated about being in the Library, and more comfortable about asking for assistance. (LIB, UGL)
3. The patron will develop an increased understanding of the online catalog, including the relationship between its major functional components, LCS and FBR. (LIB)
4. The patron is aware of the location of the following:

   a. Information Desk (LIB)
   b. Reference Desk (LIB, UGL)
   c. Circulation Desk (LIB, UGL)
   d. Card Catalogs (LIB, UGL)
   e. Online Catalog Terminals (LIB, UGL)
   f. Bookstacks (LIB, UGL)
   g. Documents Library (LIB)
   h. Interlibrary Loan Office (LIB)
   i. Education & Social Science Library (LIB)
   j. Commerce Library (LIB)
   k. Media Center (UGL)
   l. Periodicals Area (UGL)
   m. Reserve Desk (UGL)

   * LIB = Main Library
   ** UGL = Undergraduate Library

UNIVERSITY OF ILLINOIS LIBRARY

SELF-GUIDED TOUR ROUTE MAPS

Welcome to the Library of the University of Illinois at Urbana-Champaign. Please consult these tour route maps as you move from one tour stop to the next. If you need help at any point during the tour, please ask a Library staff member for assistance.

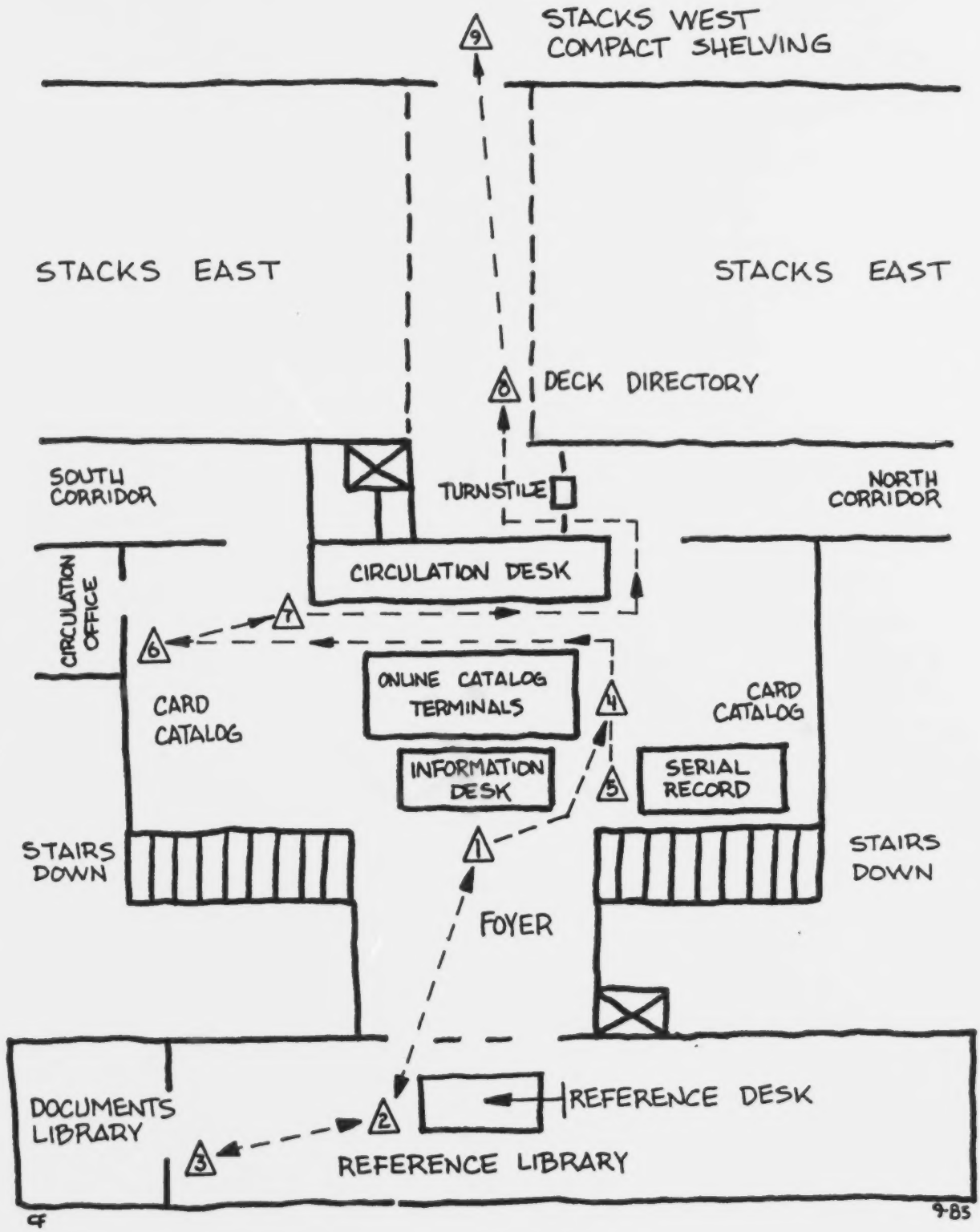
Main Library tour stops

1. Information Desk
2. Reference Library
3. Documents Library
4. Online Catalog Terminals
5. Serial Record
6. Circulation Office
7. Circulation Desk
8. Bookstacks--Deck Directory
9. Stacks West
10. First Floor Foyer--East Entrance
11. Interlibrary Loan
12. Newspaper Library
13. University Archives

Undergraduate Library Tour Stops

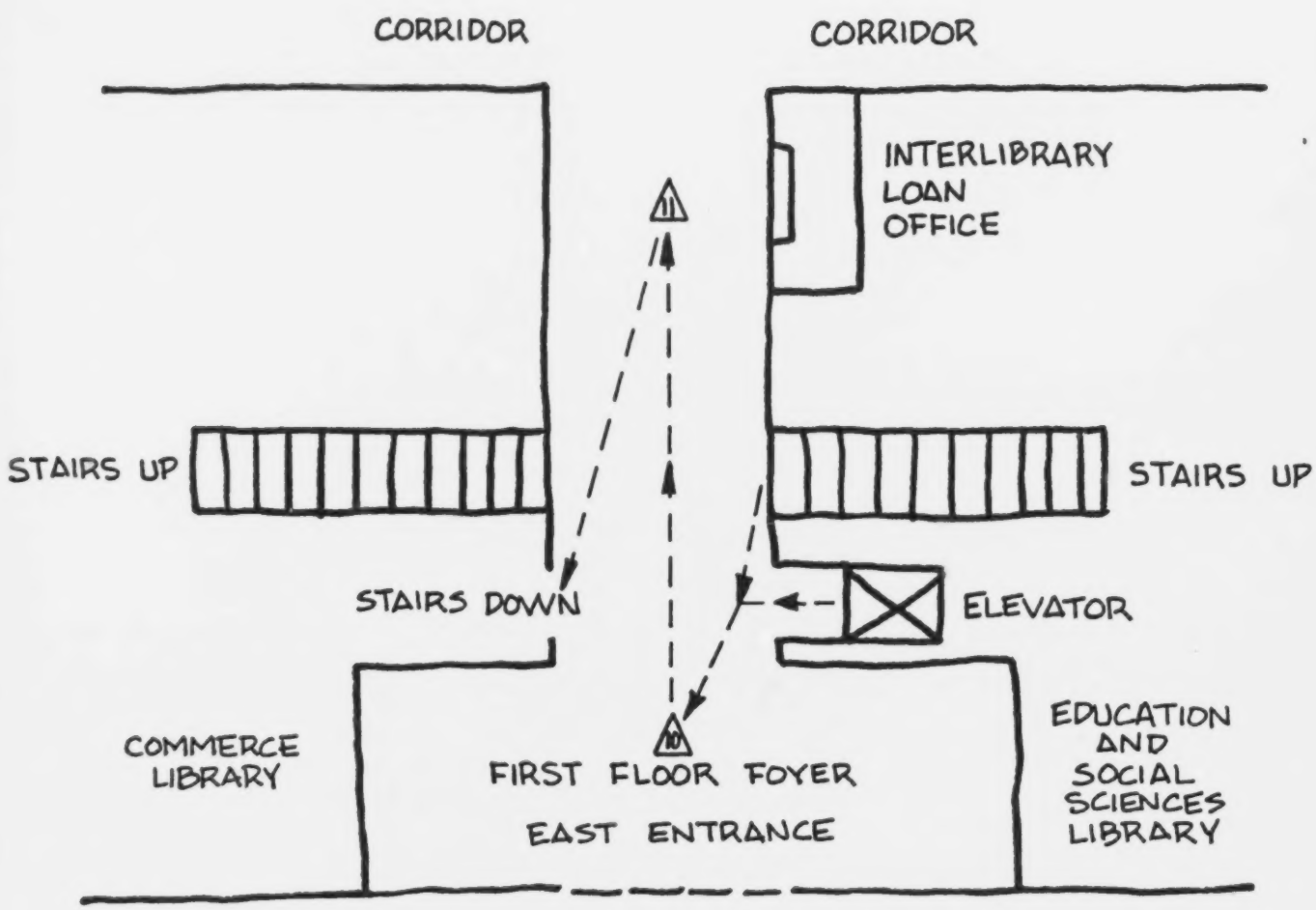
1. Media Center
2. Periodicals Desk
3. Reference Collection
4. College and Career Center
5. Reference Desk
6. Card Catalog
7. Online Catalog
8. Browsing Area
9. Self-management Lab
10. Circulation Desk
11. Question Board
12. Reserve Desk
13. Book Collection
14. Compact Shelving

MAIN LIBRARY — SECOND FLOOR



MAIN LIBRARY

FIRST FLOOR

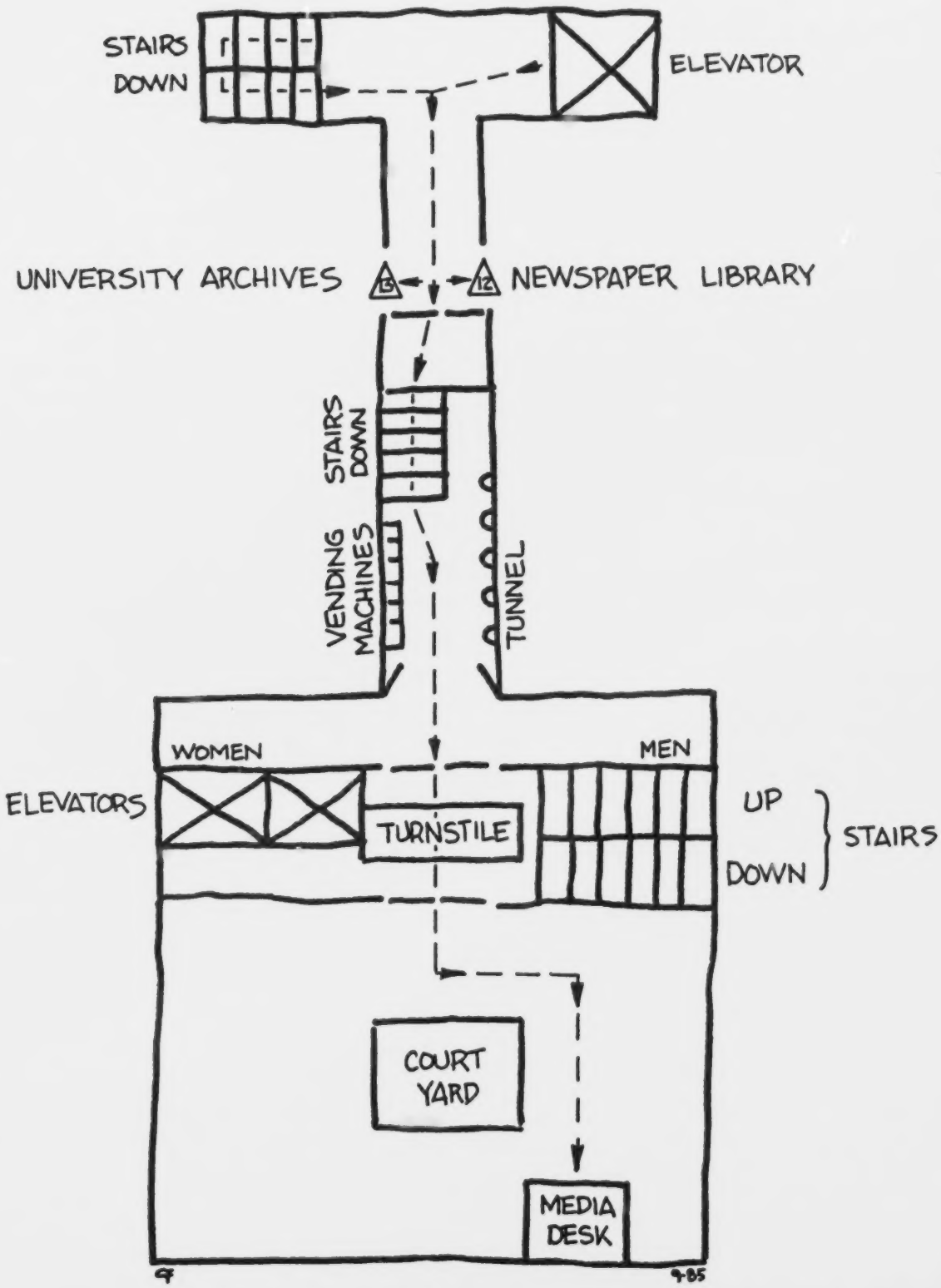


ENTRANCE TO UNDERGRADUATE LIBRARY

9-85

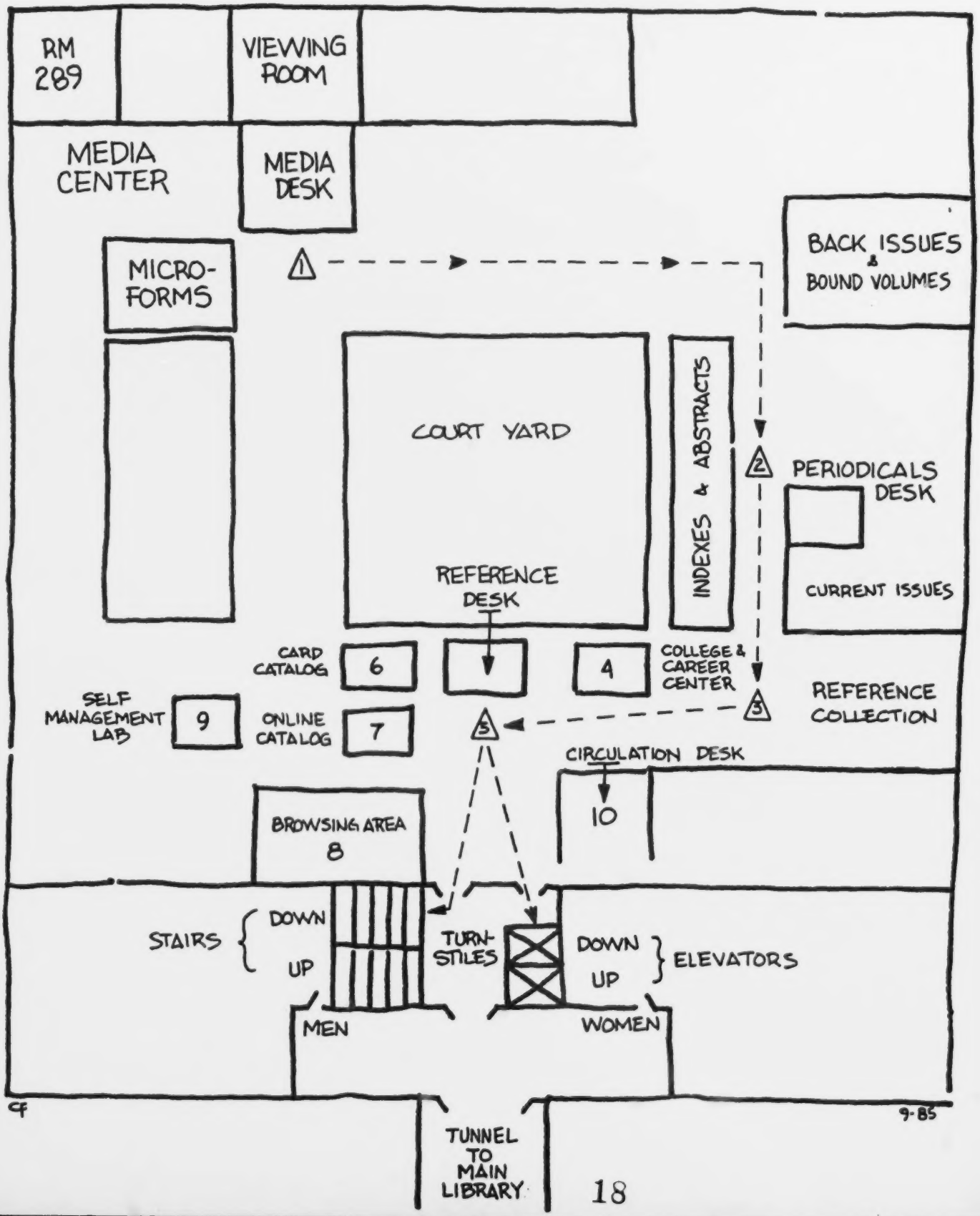
MAIN LIBRARY — BASEMENT

and route to MEDIA CENTER in the UNDERGRADUATE LIBRARY

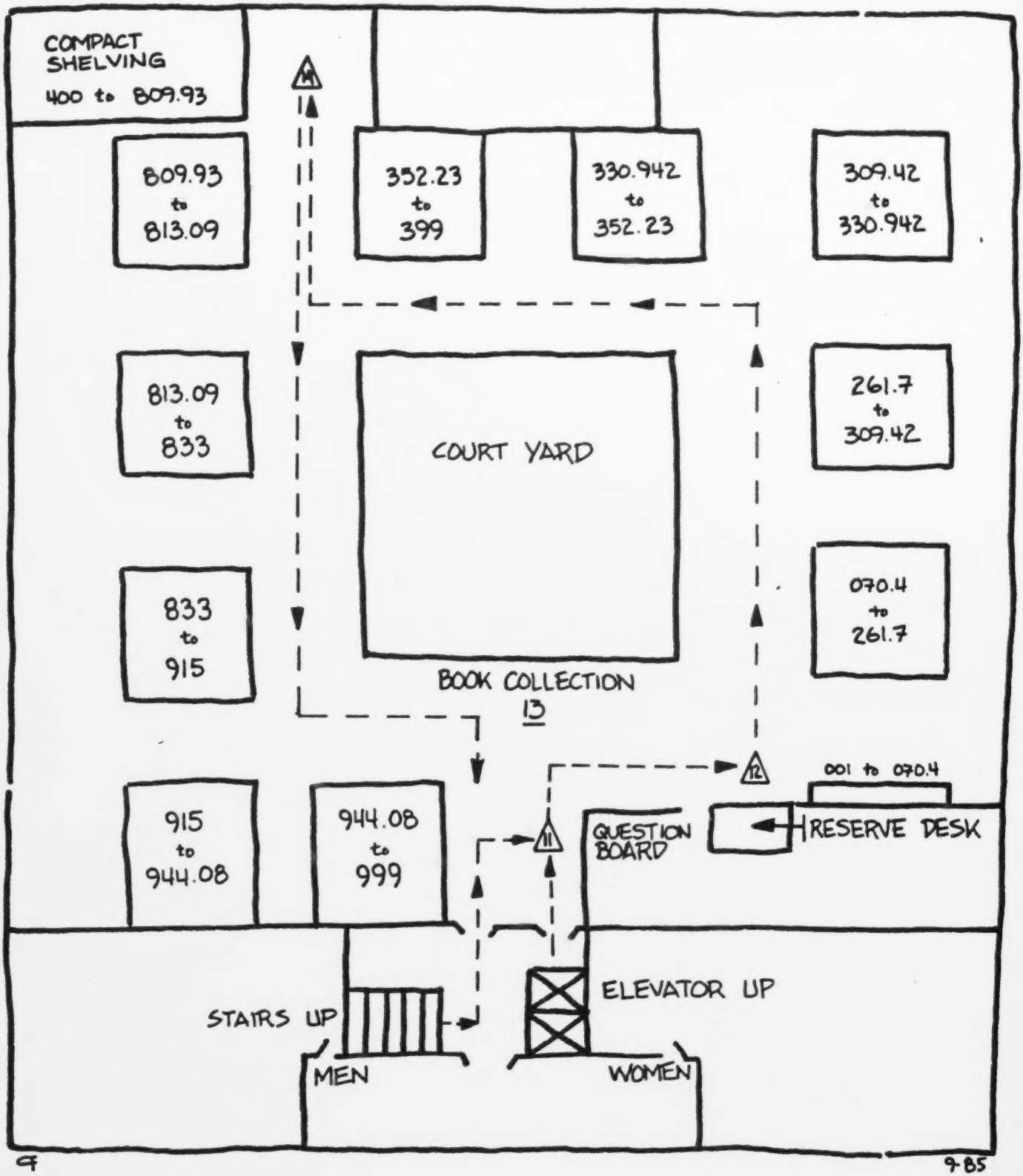


UNDERGRADUATE LIBRARY

UPPER LEVEL



UNDERGRADUATE LIBRARY
LOWER LEVEL



SELF-GUIDED AUDIOCASSETTE TOUR SCRIPT--MAIN LIBRARY

Hello. Welcome to the Library of the University of Illinois at Urbana-Champaign. For this self-guided tour of the main Library, you should have a map of the tour route in your hands. Please consult this map when moving from one tour stop to the next.

The tour will begin here at the Information Desk and will last approximately 30 minutes. At the end of the tour you may either return the equipment to the Information Desk, or you may flip the cassette over and take the tour of the Undergraduate Library, which is connected to this building by a tunnel, and can be reached by following the directions given at the end of this tour, and illustrated on your map. At the end of either tour, please be sure to return your cassette, earphones, cassette player, and map to the desk where you left your i.d. card. Please feel free to stop the cassette at any point during the tour if you would like to spend some extra time at any tour stop. If at any time you think you might have missed a turn, gone ahead, or fallen behind, please turn off the cassette and consult your tour route map, or ask for assistance at the Information Desk.

Before proceeding with the tour, you may be interested in some information on the organizational structure of the University of Illinois Library. The collection of the Library is divided between the Main Library bookstacks (which you will be visiting shortly) and some 38 departmental libraries, special collections, and area studies centers. This decentralized organization was developed to meet the needs of the various academic departments of the University of Illinois. The Library's budget provides research materials and services for the main Library and for all departmental libraries. Some departmental libraries are located within this building, and others are located in other buildings on campus.

The University Library staff provides a variety of services to assist students, faculty, staff, and other library users. The central information point in the library is the Information Desk, which is the first stop on the tour. This desk is staffed at all times when the library is open, mostly by graduate students in library and information science, who are trained to provide instruction and assistance in using the online (or computerized) catalog, and the card catalog. They also provide answers to simple factual questions, make referrals to other libraries, and provide directions to various campus and library locations. You may direct questions to the Information Desk either in person or by telephone.

Please turn around and walk across the foyer from the Information Desk to the Reference Library, the second stop on the tour. As you walk across the foyer, please note the murals depicting the four hemispheres above the main staircases. Also note the windows above the main staircases which display stained glass printers' emblems. There are also 23 stained glass printers' emblems in the windows of the Reference Library. These emblems were used in the 15th and 16th centuries by printers from France, Scotland, England, Switzerland, Italy, Germany, Belgium, and the Netherlands. As you enter the Reference Library, please note the decorative wood carving around the inside doorway. (5-SECOND PAUSE) Then as you turn around and face the Reference Desk, walk past the right side and stand near the center aisle as indicated on the tour route map. (5-SECOND PAUSE) The Reference Library has over 22,000 reference volumes, in all subjects, available for room use only. Here you will find materials such as almanacs, bibliographies, catalogs, dictionaries, directories, encyclopedias, handbooks, telephone directories (including many on microfiche), periodical indexes, abstracts, and yearbooks. The Reference Library offers a wide variety of services, including in-person, telephone, and mail reference service, individual and group instruction on the use of library materials, online database searching, research assistance, and assistance in locating materials within the University Library system, in the state of Illinois, and elsewhere. For more information about the collection and services of the Reference Library, please inquire at the Reference Desk.

Now proceed along the center aisle to the Documents Library, our next tour stop. Along the way, we would like to point out that many libraries provide evening and weekend service in addition to their regular daytime hours. A schedule of library hours, locations, and phone numbers is available at all public service desks in the library. (5-SECOND PAUSE)

You should now be at tour stop 3: the Documents Library. As an official depository library, the University of Illinois Library receives thousands of federal and state documents every year. Most of these documents are located on the fifth deck of the Bookstacks and can be charged out at the main Circulation Desk, which we will be visiting shortly. The collection you see in the Documents Library includes indexes to state and federal publications, statistical sources, bibliographies, census materials, technical report indexes, and special microfiche collections. Documents librarians provide reference service Monday through Friday from 8 am to 5 pm. On evenings and weekends, please ask for Documents assistance at the Reference or Information Desks.

You may now leave the Reference Library and proceed past the foyer to Tour Stop 4. Along the way, you may be interested to know that the University of Illinois Library was established in

1868 with 644 books that were personally purchased in New York by the University's first regent, John Milton Gregory. The first library was located in what used to be the University Building. This building no longer exists. Then in 1897, the Library moved to Altgeld Hall. The present building was opened in 1926, and like many other buildings on campus is in the Georgian style. Several additions to the building have been built since 1926 to accommodate the Library's expanding collection, which now totals more than 11 million items, including more than 7 million book volumes, almost 94,000 serial titles, and numerous other materials such as videotapes, maps, manuscripts, microforms, slides, and phonograph records.

You should now be at Tour Stop 4. The computer terminals you see in the center part of the room are for searching the University Library's online catalog. The online catalog and the card catalog provide access to most materials in the library. The online catalog has two components: one is the Library Computer System, commonly referred to as LCS; the other component is the Full Bibliographic Record, known as FBR. LCS enables you to search for most library materials by call number, author, title, or a combination of author and title. An LCS record tells you the call number of an item, and the library or libraries in which the item can be found. You must know the call number in order to locate an item on the shelf. The LCS record also indicates how

long you may borrow an item, which can vary depending on the library location and the type of material, and depending on whether the item is charged out to someone else. With the exception of Bookstacks materials, you may charge out and renew materials from any of the public terminals in the library. If an item is already charged out to another library user, you may place a save on that item. When an item you have saved is returned to the library, you will receive a notice in the mail indicating where you can pick it up.

If an item is not available at the University of Illinois Library, LCS also makes it possible to search for it at more than 25 college and university libraries in the state of Illinois. Any items at an LCS library with a loan period of more than one week may be borrowed directly through LCS. These items generally take about a week to arrive at the University of Illinois, at which time you will receive a notice in the mail telling you where the item can be picked up. Books can also be sent to campus addresses other than dormitories. You may obtain a list of LCS libraries and additional details on how to use LCS at the Information Desk.

The other part of the library's online catalog is the Full Bibliographic Record, commonly known as FBR. FBR was officially dedicated in April of 1985. An FBR record contains all the information found on a traditional catalog card. The FBR system

contains records for most books cataloged by the library since 1975 and for most serials that were acquired and cataloged by the library since 1977. You may search for books by author, title, and subject heading just as in the card catalog. FBR is a sophisticated bibliographic retrieval system, and it offers additional access points such as title keywords, subject heading keywords, and ISBN numbers.

As mentioned earlier, you may search the online catalog using the computer terminals in the center of the room. Public terminals are also to be found in each departmental library. Some terminals require you to type in simple commands which are posted on the terminals. Other terminals have a built-in interface that allows you to search without knowing these commands. A few printer terminals are also available in the library. The Information Desk can provide individual instruction and printed handouts on the use of the online catalog. Assistance is also available online: for assistance with LCS, simply type the word HELP, H-E-L-P, and press return. For assistance with FBR, it is necessary to type the word INFO, I-N-F-O, and press return. In addition, the Undergraduate Library conducts online catalog workshops during the fall and spring semesters.

In addition to using the public terminals in the library, you may also charge out, save, or renew materials by calling the Library Telephone Center during its scheduled hours, which are listed on the library schedule. Library users who have their own

computer terminals may search for library materials by dialing up the online catalog. Printed dialup instructions are available at the Information and Reference Desks. Computer terminals in many campus offices have access to a local area network called LocalNet, which enables you to search the online catalog without having to dialup.

At this point, we would like to tell you about the main card catalog of the library. For full bibliographic information and subject access to books that were cataloged before 1975 and serials that were acquired and cataloged before 1977, you must use the card catalog. The main Library has a central card catalog for all the libraries on campus. Each departmental library also has a card catalog of its pre-1975 holdings. If you face the Circulation Desk, the long counter at the end of this room, you can just see where the catalog begins in the north corridor on the right side of the desk. It extends around the room and ends in the south corridor on the left side of the desk. The card catalog in the main Library is known as a dictionary catalog because it contains cards for authors, titles, and subject headings, all interfiled in one alphabetical listing. Because the online catalog now provides complete access to newly cataloged library materials, cards are no longer being added to the card catalog. The Information and Reference Desks provide assistance in using the card catalog.

Please proceed to the next tour stop, the Serial Record, located in the northeast corner of the room. (5-SECOND PAUSE) Serials are publications which have chronological or numerical designations, or both, and are intended to be continued indefinitely. Examples of serials include magazines, journals, proceedings, annuals, monographic series, and yearbooks. Cards in the Serial Record are arranged alphabetically by title or by organization that issued the serial. Before LCS was in use, the Serial Record provided holdings and location information for many types of serials. Cards are no longer being added to the Serial Record, and LCS now provides the most up-to-date information for holdings and location. At the present time, the University of Illinois has approximately 94,000 serial titles. If you cannot find a serial title you need in the online catalog, please look in the Serial Record or the central card catalog, or seek assistance from the Information or Reference Desks.

Although the card and online catalogs provide access to most materials in the library's collection, certain materials are not included or are not fully described in these catalogs. Some examples are manuscripts, telephone directories, college catalogs, and United Nations documents. When you cannot find an item in either the card catalog or the online catalog, please ask a library staff member for assistance.

The Circulation Office in room 203 is the next stop. As you face the Circulation Desk, it is the room directly to the left. (10-SECOND PAUSE) University of Illinois faculty, staff, and students must use their current University i.d. cards to charge out materials. Everyone else must go to the Circulation Office and request a courtesy card if they would like to borrow materials. Faculty and graduate students who would like assigned study carrels in the Bookstacks should also inquire in the Circulation Office. When the Circulation Office is closed, please inquire at the Circulation Desk, the long counter at the end of the room, which we would like to tell you about next.

As we mentioned earlier, you cannot charge out materials from the Bookstacks at a public terminal. If you are an undergraduate student, and you wish to borrow Bookstacks materials, you must present the call numbers to the Circulation Desk. The materials you request will be retrieved by staff in the Bookstacks and delivered to the Circulation Desk, whereupon the last two digits of your social security number are called out. This procedure takes an average of ten minutes. If you are a graduate student, faculty or staff member, or if you have a stacks pass, you should go directly into the Bookstacks to retrieve materials.

The next stop will be the Bookstacks. The only entrance to the Bookstacks is through the north corridor to your right as you face the Circulation Desk. Please start walking to the other end of the Circulation Desk, turn left into the north corridor, turn left again, and have your tour pass ready to show the attendant at the turnstile. After you go through the turnstile, turn to the right and stop just through the doorway near the bulletin board on the right. On your way through the turnstile, please notice the desk just inside the entrance, where you may charge out materials from the Bookstacks.

The area you are entering is the old part of the Bookstacks, known as Stacks East. The newest and largest addition to the Bookstacks is known as Stacks West. Although the main Library has four floors plus a basement, there are ten levels of shelving, called decks, in Stacks East, and seven decks in Stacks West. When you enter from the second floor of the main Library, you will have reached Deck 5 in Stacks East.

You should now have reached the next tour stop near the bulletin board, where you will find the deck directory, which gives call numbers and corresponding deck locations. If you need help finding a deck or locating library materials in the Bookstacks, please inquire at the desk just inside the entrance opposite the turnstiles. Now continue down the center aisle until you reach the door that says "ENTRANCE TO STACKS WEST." Go through the door to the next tour stop. When you are inside the door, you will be in the sixth stack or Stacks West.

Along the way, we can tell you that Stacks East and West together contain approximately 4 million volumes, or about two-thirds of the total library collection. The Bookstacks collection covers all subject areas, and each year about 100,000 new items are added. To provide adequate storage for the constant increase in holdings, a new system of compact shelving was installed in Stacks West. Compact shelving has added 55 miles of shelving space that can hold up to two and a half million volumes. The compact design provides an efficient, cost-effective, and environmentally-controlled storage area for over twice as many volumes as conventional shelving in the same space.
(5-SECOND PAUSE)

You should now be inside the entrance to Stacks West. As we mentioned earlier, Stacks West consists of 7 decks and was officially dedicated in October of 1984. The automated shelves are operated by an electro-mechanical system. Directions for operating the compact shelving are posted at the end of each shelf range. Please note the safety features. The Undergraduate Library also has a unit of compact shelving on its lower level, which served as a test module for Stacks West. If you would like to operate the compact shelving, please turn off the tape and restart it when you are ready to leave. (5-SECOND PAUSE) If you are ready to leave Stacks West, please go out by the door you came in, and proceed back up the aisle to the turnstile. Proceed past

the Information Desk and down the main staircase to the first floor foyer just inside the East Entrance. If you would prefer to take the elevator, you will find one past the main staircase to the left, just before you enter the Reference Library.

Along the way, you may be interested to know that the University of Illinois at Urbana-Champaign has the largest state university library in the United States. It is third in size, after Harvard and Yale, among U.S. academic libraries, and fifth in size among all American libraries. The University of Illinois Library is notable not only for its size, but also for the depth and diversity of its collections. It supports all major fields of study offered by the University and is a leader in the number of materials it lends to other libraries. The library is a valuable resource for the University of Illinois, and it's a major reason for the University's outstanding reputation as a learning, teaching, and research center.

The University Library also has some remarkable special collections, including its Slavic and East European holdings and the Mandeville collection of occult science and parapsychology. An outstanding collection of Lincoln books, manuscripts, photographs, and memorabilia is located in the Lincoln Room across from the History Library on the fourth floor of this building. Also noteworthy are the Library's volumes by and about

Shakespeare, Marcel Proust, and H.G. Wells. The Illinois Historical Survey Library has an extensive collection on the history of the state, including a large number of county histories. Carl Sandburg's personal papers and the world's largest collection of the works of the poet John Milton can be found in the Library's Rare Book and Special Collections Library, which is also known for its holdings in English literature, American humor and folklore (including rare first editions and memorabilia of Mark Twain), history of science, fable and emblem books, the Baskette collection on freedom of expression, and Continental and British school books of the Renaissance. One of the many treasures of the Rare Book and Special Collections Library is the complete first edition of John James Audubon's classic, THE BIRDS OF AMERICA. You are welcome to visit the collections of the Rare Book and Special Collections Library and the Illinois Historical Survey Library in Room 346 of this building, where THE BIRDS OF AMERICA is on permanent display, together with other special exhibits which change on a regular basis.

You should now be in the first floor foyer. The oil paintings you see on the wall are of some of the earlier presidents of the University. On the south side of the foyer is the Commerce Library, and across the foyer on the north side is the Education and Social Sciences library. We encourage you to visit these and other departmental libraries to learn more about their specialized collections and services.

Please walk back through the hall past the staircases to the next tour stop: the Interlibrary Loan Office. (10-SECOND PAUSE) This office is open Monday through Friday, from 8 to 5. You may place a request for materials here if they are unavailable at the University of Illinois Library or other LCS member libraries. Any University of Illinois student, faculty, or staff member may request materials here at no charge. It takes an average of three weeks for requested materials to arrive at the University Library. The Library will receive either the actual item or a photocopy of a section of the publication, depending on your request.

At this point we would like to suggest that after you have finished your tour, you return to the long corridor just beyond the Interlibrary Loan Office and look at the many display cases you will find there. These cases highlight various aspects of the Library's collections and are changed on a regular basis. Bronze tablets on the walls of this corridor honor the top students from each graduating class of the University of Illinois. At the north end of the corridor you will find plaques recognizing major donors to the University Library. Many alumni and friends support the Library through private gifts. Joining Library Friends is an expression of your support of the Library, and entitles you to receive many benefits, including access to the main Library Bookstacks. If you are interested in learning more about Library development affairs, or if you would like to join Library Friends, please stop by the Library Development and Public Affairs Office in room 227 of this building.

Now please retrace your steps and walk back toward the main staircase. Just beyond the main staircase you will find an elevator to the left and a smaller staircase to the right. Please take the elevator or the stairs down to the basement of the Library. If you take the elevator, turn left when you reach the basement; if you take the stairs, turn right. Please stop when you reach the glass double doors at the end of the hallway. (30-SECOND PAUSE)

You should now be at the glass double doors in the basement. As you face the doors, the Newspaper Library is on your left. Although newspapers may be found in many libraries on campus, the Newspaper Library in room 1 has the largest collection, as well as the complete card catalog for its holdings. The Newspaper Library has extensive holdings that include big city dailies, college dailies, foreign language newspapers, black newspapers, alternative newspapers, newspapers from many cities and towns in Illinois, and numerous indexes and reference materials. Please feel free to visit the Newspaper Library for further information on its collection and services.

On the other side of the corridor opposite the Newspaper Library is the entrance to the University Archives. The University Archives collects and preserves the professional and personal papers of academic and administrative staff members and the records of faculty organizations which have sufficient historical or research value to justify retention. With

approximately 40 million pieces, the University of Illinois has one of the nation's leading archival collections. It has the largest collection of historical manuscripts in the state of Illinois, with about 10 1/2 million pieces. The University Archives also has some 200,000 photographs and 3,600 sound recordings. The Archives is a valuable source for information on the University of Illinois, its history, student life, faculty research and professional activities, and campus buildings and grounds. Significant archival collections from sources other than the University of Illinois are also held in the University Archives. Professional archivists are available for research consultation and reference service.

This is the last stop on this tour of the main Library. If you have not yet taken a tour of the Undergraduate Library and would like to do so now, you are invited to continue on to the Undergraduate Library by following the route indicated on your map. Please go through these glass double doors down the steps and through the tunnel. After passing through the turnstile, you will be in the upper level of the Undergraduate Library. Another route to the Undergraduate Library is to return to the east entrance of the main Library first floor foyer, and go through the outside doors and across the sidewalk to the outside entrance of the Undergraduate Library. Because the Undergraduate Library is underground, you will need to take either the elevator or the

stairs down to the upper level. The first stop on the Undergraduate Library tour is the media center, located in the northeast corner of the upper level, as illustrated on your map. If you need help finding the Media Center, please ask a staff member for directions when you reach the Undergraduate Library. The Undergraduate Library tour is on the other side of this cassette, so please remember to flip your cassette over when you reach the media center. If you are ending the tour here, please return the cassette and equipment to the desk where you left your i.d. card.

The library staff appreciates your interest in the University of Illinois Library. This library is indeed a great resource for the University and the state of Illinois, and we hope you will use its collections and services. It is a large and complex library, and we encourage you to seek assistance from the library staff whenever you need it. We hope you have enjoyed this tour, and we thank you again for your interest in the library.

This self-guided taped tour of the main Library was made possible through private contributions to the Library of the University of Illinois at Urbana-Champaign. Thank you very much.

Narrated by Michael Gorman

August 18, 1986

SELF-GUIDED AUDIOCASSETTE TOUR SCRIPT--UNDERGRADUATE LIBRARY

current draft - August 8, 1985

Hello, and welcome to the Undergraduate Library. This self-guided audio tape tour will take about one half hour to complete, and will introduce you to the collections and major service points of the Undergraduate Library. Please feel free to stop and restart the tape at any point during the tour, if you would like to spend some extra time at any tour stop. The tour will begin here in the Media Center, continue around the upper level, and finish on the lower level. As we move around the library, please consult your tour map for the location of the next tour stop.

The other side of this tape contains a self-guided tour of the Main Library building. If you haven't already taken the Main Library Tour, and would like to take the tour when you have finished your tour of the Undergraduate Library, you may take this tape player and cassette to the Main Library Information Desk. The Information Desk is located on the second floor of the Main Library, and can be reached by following the directions given at the end of this tape, and illustrated on your map. Remember, you must return your cassette and tape player to the desk you started from, so that you may retrieve your i.d. card.

You are now at the first stop on the tour: the Media Center. Opened in the Fall of 1979, the Center serves as the audiovisual collection for the campus library system, and maintains a large collection of audiovisual programs and equipment. The Viewing Room is located directly behind the Media Desk; here you have access to a wide variety of materials on videocassettes and videodiscs, including feature films in more than a dozen languages, the complete Shakespeare plays, and material in literature, history, chemistry, and other areas. Slides, filmstrips and audiocassettes are also well represented in the Center's holdings. The Undergraduate Library microform collection can also be found in the Media Center. Comprised of some 3800 reels of microfilm, and close to 36,000 microfiche, the collection consists of a number of resource files, the NEW YORK TIMES back to World War I, and back-up copies of selected journals and magazines. Microfilm and microfiche viewers are located in carrels to the north of the Media Desk. A reader-printer is available which can make paper copies of microform items for twenty-five cents a page. For information concerning the Center's holdings and circulation policies, please inquire at the Media Desk.

The next stop on the tour will be the Periodicals Section. As you face the Media Desk, please turn right, walk to the other side of the Undergraduate Library

on this level, turn right again, and continue until you reach the second tour stop: the Periodicals Desk. Along the way, you might be interested to know that the present location of the Undergraduate Library was chosen for its proximity to undergraduate classrooms, residence halls, and the Main Library, to which it is connected by an underground tunnel. The decision to build the underground structure was made in order to maintain the open appearance of the grassy mall, and to avoid casting a shadow on the adjacent Morrow Plots to the east, operated by the College of Agriculture since 1876. The Morrow Plots are the oldest continuously operating agricultural experimental station in America, and a designated historic landmark.

The library is built around a large central courtyard, which admits a maximum amount of light and air. Construction of the Undergraduate Library was partially financed by a one million dollar federal grant under the Higher Education Facilities Act of 1963. The building was selected for a first honor award in the 1966 Design Award Program of the United States Department of Health, Education and Welfare, and was dedicated on November 15, 1969.

By now you should have reached the second tour stop: the Periodicals Desk. If at any time during this tour you think you might have missed a turn, gotten ahead or fallen behind, please turn off the tape and ask a staff member to assist you.

(5 second pause)

The Periodicals Section houses the magazines and scholarly journals received in the Undergraduate Library, including current issues, back issues and bound volumes. The Undergraduate Library currently receives more than 350 magazines and journals, ranging from ROLLING STONE to the PHILOSOPHICAL QUARTERLY and the NEW ENGLAND JOURNAL OF MEDICINE. The single most recent issue of a periodical can be found in the open reading area just to the right of the Periodicals Desk. Back issues and bound volumes are on the shelves to the left of the Desk. All periodicals are shelved alphabetically by the name of the magazine or journal, an arrangement used in many other libraries on this campus. There are several photocopy machines located in the periodicals area for your convenience. If you would like to search for magazine and journal articles by subject, you need to use the indexes and abstracts found on the long tables between the Periodicals area and the windows. The Undergraduate Library has some 50 periodical indexes and abstracts, from the familiar READER'S GUIDE to PSYCHOLOGICAL ABSTRACTS and the FILM LITERATURE INDEX. For assistance using indexes and abstracts, we encourage you to go to the Reference Desk--which we will visit in a few moments. Library staff at the Reference Desk can also help you use the materials found at our next tour stop. Please walk to the southwest corner of the library, where you will find the Reference Collection, tour stop number three.

Here you will find about 10,000 titles selected to fit the research needs of Undergraduate students, including encyclopedias, almanacs, atlases, directories and handbooks. As mentioned before, if you need help using the Reference Collection or the Periodicals Section, please go to the Reference Desk--the next stop on the tour.

Please continue around the corner toward the front entrance. On your way to the Reference Desk, we'd like to point out the College and Career Center on your right, a special self-service collection of college admission and placement materials, including an up-to-date microfiche collection of college catalogs from domestic and foreign universities. The Center also contains materials which can help you prepare for a variety of admissions and placement tests, put together a resume, or get ready for a job interview.

Directly opposite the front entrance, surrounded by green foliage, is the Reference Desk, the central service point for the Undergraduate Library. Go to the Reference Desk for help of any kind--from finding baseball statistics to college catalogs, campus directions to term paper research counseling. As you face the Reference Desk, the card catalog is to your left. It lists only those materials in the Undergraduate Library, and does not include items in the other departmental libraries on campus. To check for all of Undergraduate Library's holdings, you must consult both the card

catalog, and the online catalog. The online catalog includes materials for all departmental libraries, and will give you the call number and location of an item, and tell you if that item is already charged out to someone else. You may search by author, title, a combination of author and title, and by subject for materials added to the collection after 1975. If an item you need is not available from any campus library, you have access through the online catalog to some twenty-five other college and university libraries throughout the state of Illinois. Terminals for searching the online catalog are located next to the card catalog, and can also be found to the right of the Reference Desk, in the Media Center, in the Periodicals Area--and across from the Reserve Desk on the Lower Level, which we'll be visiting in a few moments. Many of the online catalog terminals are personal computers, with a built-in user-friendly program which can help you search for material if you're not familiar with the system. Online catalog workshops are held in Undergraduate Library throughout fall and spring semesters; watch for notices or inquire at the Reference Desk. A more complete description of the online catalog is a feature of the self-guided tour of the Main Library.

Adjacent to the online catalog terminals is the Browsing Area, where you can find new books of current interest in all subject areas, including literature and fiction. You may borrow books from the Browsing Collection for

the same loan period as other books from the general collection in Undergraduate Library.

Beyond the online catalog terminals you will see the Self Management Lab. Staffed by a para-professional from the Student Counseling Center, the Lab provides library materials, self-help pamphlets, and consultation in topics relating to health, personal growth, and academic skills. A health and lifestyle self-assessment program is available on the PLATO terminal located in the Lab.

If you turn around and face the front entrance, with the Browsing Area on your right, you will see Undergraduate Library's Circulation Desk on your left. Here you may charge out books from the collection. There is no limit on the number of books you may have, and most items circulate for three weeks, with overdue fines of fifteen cents per day.

We will now descend to the lower level of the Undergraduate Library. You may either exit through the door, turn right and take the stairs, or you may turn left and take the elevator. When you reach the Lower Level, please stop just inside the doors and take a look at the Question Board.

On our way downstairs, we'd like to tell you about some programs designed to teach people how to use the Library and its collections. There are thirty-eight departmental libraries on campus, which serve a variety of colleges and academic departments such as Education, Engineering, English

and Law. The Undergraduate Library serves as a point of introduction to this decentralized campus library system, with collections and services designed to meet the needs of freshman and sophomores in particular.

In keeping with its instructional mission, the Undergraduate Library offers students numerous opportunities for assistance and instruction in research and the use of libraries. The award-winning Undergradute Library Instruction Program is one of the largest and most successful bibliographic instruction programs in the United States. Students enrolled in courses which fulfill the rhetoric requirement and which prepare them for research paper assignments are invited with their class to the Undergraduate Library for instruction in the problems and possibilities inherent in research. A librarian instructs students in selecting and refining research topics and organizing a search strategy. Lectures, handouts and worksheets familiarize students with the available library materials pertinent to their individual research problems. The Undergraduate Librarians teach over 220 sessions each semester, reaching more than 6,500 students a year in the classroom setting. In addition, Term Paper Research Counseling, available to the entire student body, is offered in the Undergraduate Library for four weeks during the fall and spring semesters.

Librarians from throughout the library system offer help with topic selection and search strategies, as well as providing general support for the research endeavor as a whole. If you have not yet reached tour stop number eleven, please turn off the tape, and restart it when you have reached the Question Board. (5 second pause)

By now you should have reached the Lower Level, and tour stop number eleven: the Question Board. The Question Board is an anonymous question and answer service provided by the Undergraduate Library. Students submit questions, mostly trivia and general information, to the Question Board, and check back later for the posted answer. In addition to the Question Board, the Lower Level is home to the open stack circulating collection in Undergraduate Library, Compact Shelving (which we'll be taking a look at a little later), and the Reserve Collection. Please continue into the Lower Level, turn right, and you will arrive at stop number twelve on our tour: the Reserve Desk. The Reserve Collection consists of items requested by professors for required classroom reading, and contains more than 3,000 items on reserve for approximately 300 courses offered during any particular semester. To use reserve material, you need to fill out a paging card for each item requested and present the card, along with a current ID, at the Reserve Desk. Reserve staff will then retrieve the item, and charge it out to you for a period of usually two hours.

As we mentioned earlier, most of the general book collection in the Undergraduate Library

is located on the Lower Level. Just to the left of the Reserve Desk are the open shelves where you will find most of the books in the Undergraduate Library. The call numbers start here with zero-zero-one, and continue around the back in a large horseshoe to 999, opposite the Question Board near the entrance to the Lower Level. Please follow the call numbers around the back of the Lower Level, and stop when you reach the 400's in the opposite corner and the Compact Shelving Unit. On the way there, you might be interested to know that the book collection contains approximately 200,000 volumes, with an emphasis on materials that support undergraduate courses. A good collection of women's studies materials is also included. Literature, history, political science and current affairs are high use subject areas. The Undergraduate Library book collection has existed since 1949 when a 25,000 volume collection was deposited in Urbana on the first floor of the Main Library building, in the area now occupied by the Commerce Library. In 1960 it was decided to establish a separate Undergraduate Library building with a book collection selected to meet undergraduate needs, and organized in a less complex fashion than in the Main Library. As we mentioned earlier, the Undergraduate Library was dedicated in 1969. If you have not yet reached the last tour stop, please turn off the tape, and restart it when you reach the Compact Shelving Unit. (5 second pause)

You should now have reached the Compact Shelving Unit, the last stop on the tour. This unit was installed in the Undergraduate Library as the

test module for the newest addition to the Main Library bookstacks. The new stack addition in the Main Library contains 55 miles of shelving arrayed in moveable units such as this one, with a capacity of 2.5 million volumes, and is a feature on the tour of the Main Library. Compact shelving is high-density, cost-effective mobile storage which is simple to operate and contains numerous safety features. Signs and handouts are available on its operation, and you are encouraged to browse the unit in the Undergraduate Library, and retrieve items yourself.

This is the last tour stop. If you want to tour only the Undergraduate Library, please return this tape player and cassette to the Media Center on the upper level, and retrieve your i.d. If you haven't already taken the tour of the Main Library, and would like to do so now, you may take this tape player and cassette to the Information Desk on the second floor of the Main Library building, turn the cassette over, and continue your tour at that point. The Information Desk may be reached by following the route illustrated on your map. To get to the second floor of the Main Library, please return to the entrance to the Undergraduate Library on the upper level and exit through the turnstile. Instead of going upstairs, go through the doors into the lobby and continue straight ahead through the tunnel past the vending machines. Go up the stairs, through the double glass doors, and turn right when you reach the end of the hallway. Take the elevator to the second floor, and turn right again when you get off.

If you have just taken the tour of the Main Library, please return this tape player and cassette to the Main Library Information Desk so that you may retrieve your i.d. If you need help finding the Information Desk, please ask a staff member for directions before you leave the Undergraduate Library.

Thank you for your kind attention, and for your interest in the Undergraduate Library. If you are an undergraduate student, we would like to invite you to join the Undergraduate Library Friends, a special branch of Library Friends designed to help you broaden your understanding of the Library's resources, programs and services. Joining Undergraduate Library Friends is an expression of your support of the University Library, and entitles you to receive many benefits, including access to the Main Library bookstacks. If you are interested in joining the Undergraduate Library Friends, please ask for a brochure at the Undergraduate Library Reference Desk, or stop by the Library Friends Office in Room 227 in the Main Library.

The Library occupies a significant role in the life of the campus, and we encourage you to take advantage of its rich resources. Please feel free to ask library staff for help at any time--the Library is large and complex, and the staff is here to help you use this outstanding collection.

This self-guided tape tour of the Undergraduate Library was made possible through private contributions to the University Library at Urbana-Champaign. Thank you very much.

SELF-GUIDED LIBRARY TAPE TOURS

DAILY REPORT FORM

DESK _____

DAY _____

DATE _____

	UNDERGRAD STUDENT	GRAD STUDENT	FACULTY	STAFF	OTHER
8 a.m.					
9 a.m.					
10 a.m.					
11 a.m.					
12 noon					
1 p.m.					
2 p.m.					
3 p.m.					
4 p.m.					
5 p.m.					
6 p.m.					
7 p.m.					
8 p.m.					
9 p.m.					
10 p.m.					
11 p.m.					

1 - One tour only

(1) - Both tours

9-85